

Missouri Department of Transportation

Code: R04443

Title: Customer Relations Manager

Exemption Status: Exempt

Grade: 17

Job Description

Effective Date	01-01-2013
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Replaces (Effective Date)	04-01-2006
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General Summary	The customer relations manager coordinates district communications, media, and customer relations programs. Responsibilities are performed under general supervision.
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Minimum/Required Qualifications	Bachelor's Degree: Journalism, Public Relations, Communications, Marketing or related field. Six years of experience in customer relations activities.
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Supervisory Responsibilities	Full Supervision
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Location	District Offices - Customer Relations
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Special Working Conditions/Job Characteristics	Job requires occasional, statewide, overnight travel.
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Examples of Work

- (1) Works with district engineer to determine overall direction of district customer relations efforts; ensures the development of proactive customer relations plans, publications, materials and activities used to communicate information to the public, officials, and employees, as well as gather feedback.
- (2) Provides strategic input to district management on daily operational decisions, including developing communication strategies on critical issues.
- (3) Writes talking points to address projects and issues for district engineer and managers; works with members of district management to suggest strategies for communicating critical and/or sensitive issues; serves as a coach to department spokespeople to teach them how to effectively work with the media.
- (4) Works with employees to develop appropriate and accurate responses to media inquiries relating to sensitive topics; works with central office customer relations to determine communication methods for issues of statewide importance; conducts media training for spokespeople.
- (5) Develops positive relationships with local stakeholders, media, and employees through various communication efforts; develops and maintains relationships with local media and ensures prompt responses are provided for media inquiries.
- (6) Coordinates and oversees all district customer relations events and activities.

- (7) Manages the operation of the district customer service center.
- (8) Works with other functional areas to coordinate public involvement aspects of planning and design projects.
- (9) Responds to verbal and written comments and inquiries from the public; drafts and reviews responses from department management for clarity; drafts letters to newspaper editors when needed to provide correction or clarification about departmental policies or projects.
- (10) Prepares annual budget for customer relations activities and staff.
- (11) Provides guidance, training, and assistance to district staff in communicating with the public, including media and speech training.
- (12) Coordinates with department personnel on sensitive matters that might have statewide implications.
- (13) Gathers, writes, edits daily and weekly updates on scheduled maintenance, construction projects, and emergency alerts including involvement in gathering and providing road condition information during snowstorms and floods to news media, public, and employees.
- (14) Writes, photographs, and edits material for various publications.
- (15) Responsible for the management, editing and maintaining of the district's web site content in accordance with the standards of the overall statewide web site.
- (16) Performs supervisory responsibilities in a manner consistent with the department's Affirmative Action Program.
- (17) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.